

225078

2003-333-C

Duke, Daphne

From: Tyler, Terrance M [Terrance.Tyler@chartercom.com]
Sent: Friday, July 30, 2010 4:05 PM
To: CLECreport
Cc: tallen@regstaff.sc.gov; Tyler, Terrance M
Subject: Service Quality Rpt 2QT
Attachments: CF SC-CCO CLEC Service Quality Quarterly Rpt 2Q10.doc; CF SC-CCO CLEC Service Quality Quarterly Rpt 2stQ 2010 NP.doc

As required by R. 103-614,618,619,661 and 663 attached is the Non-Proprietary and Confidential versions of the 2nd quarter 2010 reports for Charter Fiberlink SC-CCO, LLC. If you have any question regarding this report please contact me directly at the number listed below.

Thanks

Terry Tyler
314-543-2437

E-MAIL CONFIDENTIALITY NOTICE:

The contents of this e-mail message and any attachments are intended solely for the addressee(s) and may contain confidential and/or legally privileged information. If you are not the intended recipient of this message or if this message has been addressed to you in error, please immediately alert the sender by reply e-mail and then delete this message and any attachments. If you are not the intended recipient, you are notified that any use, dissemination, distribution, copying, or storage of this message or any attachment is strictly prohibited.

RECEIVED
JUL 30 2010
FEDERAL
MAIL / DMG

NON-PROPRIETARY

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

2Quarter / 2010

Month:

April

May

June

Number of Customer Access Lines

Trouble Reports / Access Line (%)

_____%

_____%

_____%

Customer Out of Service Clearing Times (%)

_____%

_____%

_____%

New Installs Completed w/in 5 Days (%)

_____%

_____%

_____%

Commitments Fulfilled (%)

_____%

_____%

_____%

Comments / Explanations: _____

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555